

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

## FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:

Case: 03-0748

ORIGINAL

Regarding a complaint by (Person making the complaint): Espinola H. Woolfolk  
Against (Utility name): People's (Gas) Energy Light & Coke Co.  
As to (Reason for complaint) Unfair billing issues

in Chicago, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 6140 S. Woodlawn; 2 Front; Chicago, IL 60637

The service address that I am complaining about is 5902 S. LaSalle; Chicago, IL 60621

My home telephone is [773] 363-0889

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [773] 834-3874

(Full name of utility company) Peoples Energy (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Title 83; Chapter I; section 280.160 (b)

Title 83; Chapter I; section 280.80 (b) 1, 2, 4

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

- I. September of 1995, our home was sold for taxes (document enclosed)
- II. Peoples Gas states that readings were taken 12/95 and 6/96 - Service was off.
- III All readings were estimated unfairly
- IV Same amount was transferred to my mothers bill / she was Not delinquent
- V Several attempts to correct the bill in Peoples Energy Ofc. unsuccessful
- VI I was not told (until this year), my right to be heard by the ICC
- VII Health statement given to written due to daughters asthma

Please clearly state what you want the Commission to do in this case:

I am willing to take responsibility for some of the bill due to ignorance of my rights but I feel that the Utility, Peoples Gas should be held responsible as well. What of the Statute of limitations. This has affected my credit for many years unjustly

Date: 12/01/03  
(Month, day, year)

Complainant's Signature Espinoza H. Woolfolk

If an attorney will represent you, please give the attorney's name, address, and telephone number.

I cannot afford an attorney

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

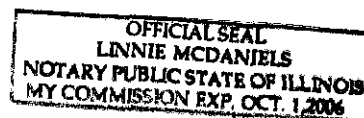
A notary public must witness the completion of this part of the form.

I, ESPINOSA H. WOOLFOLK, first being duly sworn, say that I have read the above petition and know what it says.  
The contents of this petition are true to the best of my knowledge.

(Signature) Espinoza H. Woolfolk

Subscribed and sworn/affirmed to before me on (month, day, year) DECEMBER 1, 2003

Linnie Mcdaniels  
Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.